

IBM



# Everyplace Client

*for Pocket PC 2002 and Windows Mobile 2003*

**First Edition (November 2004)**

This edition applies to IBM® Everyplace® Client version 5.0.1 and to all subsequent releases and modifications until otherwise indicated in new editions.

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## Chapter 1. Getting Started

IBM® Everyplace® Client is a client-side application that enables you to synchronize data between your device and database, gain access to offline home pages, perform device management, and receive software updates on your device.

Everyplace Client supports the following list of features:

- E-mail and Personal Information Management (PIM)
- Database synchronization
- Offline browsing and forms
- Device Manager Server (DMS) access
- Everyplace Client user interface
- Sametime® Connect access
- Server initiated actions
- Mobility Client
- Workplace Client Technology, Micro Edition (WCTME)
  - Extension Services for WebSphere® Everyplace (ESWE)
  - Mobile Information Device Profile (MIDP)

In this chapter, you will learn more about the following topics:

- Prerequisites
  - Desktop requirements
  - Device requirements
  - Server requirements
- Installing Everyplace Client
- Related documentation

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### Prerequisites

Verify that your environment meets the following prerequisites before you install and run Everyplace Client:

- Desktop requirements
- Device requirements
- Server requirements

### Desktop requirements

Verify that your desktop software meets the following requirements before you install Everyplace Client:

- Microsoft® ActiveSync® version 3.5, 3.6, 3.7, or 3.7.1
- Operating System:
  - Windows® 2000
  - Windows XP

**Note:** Verify that you have the correct version of the Everyplace Client installation program for your device. You cannot install Everyplace Client for a Windows

Mobile™ 2003 device on a Pocket PC 2002 device, nor can you install Everyplace Client for a Pocket PC 2002 device on a Windows Mobile 2003 device.

## Device requirements

Verify that your device meets the following requirements before you install Everyplace Client:

- Pocket PC 2002 or Windows Mobile 2003
- Pocket Internet Explorer (IE)
- Pocket Microsoft® Outlook
- Pocket Microsoft Personal Information Management (PIM) applications

**Note:** Contact your organization's technical support representative to verify that you are using a supported device.

## Server requirements

Access to an IBM WebSphere Everyplace Access server where your organization's technical support representative has set up a user ID. You can find more information about the WebSphere Everyplace Access Server settings in the WebSphere Everyplace Access Information Center.

**Note:** Your WebSphere Everyplace Access Server software must be version 5.0. Contact your organization's technical support representative for more information about your WebSphere Everyplace Access Server.

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## Installing Everyplace Client

There are two ways to install Everyplace Client on your device. You can either install Everyplace Client on your device using a Device Manager Server (DMS) software distribution job your organization's technical support representative sends to you, or you can download the Everyplace Client installation package and install Everyplace Client using InstallShield. You must use one method or the other. You cannot use both methods for the same installation on a device.

**Note:** Installing Everyplace Client on your device using a DMS software distribution job is the preferred method.

Your organization's technical support representative might have already installed Everyplace Client on your device using a DMS software distribution job. If your organization's technical support representative has installed Everyplace Client on your device using a DMS software distribution job, refer to [Completing the Everyplace Client installation from a DMS software distribution job](#) to complete your installation. If your organization's technical support representative has not installed Everyplace Client on your device using a DMS software distribution job, refer to [Installing Everyplace Client using InstallShield](#) to install Everyplace Client using InstallShield. After you have installed Everyplace Client on your device, you can verify the installation was successful with the instructions in [Verifying the installation success](#).

Refer to the following sections for more information about installing Everyplace Client:

- [Completing the Everyplace Client installation from a DMS software distribution job](#)
- [Installing Everyplace Client using InstallShield](#)
- [Verifying the installation success](#)

## Completing the Everyplace Client installation from a DMS software distribution job

You must perform the following procedure on your device to finish deploying Everyplace Client.

**Note:** Before you complete the steps in this section, you must uninstall the previous version of Everyplace Client from your device. You will see the following message if you do not remove the previous version of Everyplace Client from your device before performing the following steps:

"Agent program internal error. Can not continue. Agent program will exit."

If you see this message, tap **OK** to exit the installation, uninstall the previous version of Everyplace Client from your device, and perform the following steps again.

### Starting the Everyplace Client Installer download

Refer to the following instructions to start the Everyplace Client Installer download on the device:

1. Verify that you are connected to your network through an ActiveSync or wireless connection. Because the download transfers large amounts of data, use the fastest available connection.
2. Deactivate any automatic power-off settings on your device.
3. Log in to the WebSphere Everyplace Access portal.
4. Select **Mobile Setup** from the top drop-down menu.
5. Select **Everyplace Client Installer** from the drop-down menu directly below the **Mobile Setup** drop-down menu.
6. Tap the **Everyplace Client Installer** icon.
7. Tap **Yes** to download one of the following:
  - ceagent.armv4.cab - Windows Mobile 2003 devices
  - ceagent.arm.cab - Pocket PC 2002 devices
8. Select **Open file after download**.
9. When "Configure Agent" is displayed, enter your password and tap **Connect**. This starts the download, which can last up to several minutes, depending on the connection speed.
10. The download is finished when a message says "The IBM Everyplace Client has been successfully installed. Tap **OK**."
11. In normal operation, Everyplace Client initializes and is ready for use. If Everyplace Client does not autostart, you can launch it. Tap **Start**, then **Programs**, and tap the Everyplace Client icon.

## Installing Everyplace Client using InstallShield

To install and configure Everyplace Client software on your desktop and device, refer to the following steps:

**Note:** Verify the following items before you install Everyplace Client:

- If you have a previous version of Everyplace Client on your device, perform a soft reset on your device to ensure that no Everyplace Client components are operating while you install Everyplace Client.
- After you perform a soft reset on your device, verify that your device is connected to your desktop using a Microsoft ActiveSync connection.
- Verify that you have the correct version of the Everyplace Client installation program for your device. You cannot install Everyplace Client for a Windows

Mobile™ 2003 device on a Pocket PC 2002 device, nor can you install Everyplace Client for a Pocket PC 2002 device on a Windows Mobile 2003 device.

1. Unzip **WEA\_PPC\_Installer.zip** on your desktop. The **WEA\_PPC\_Installer.zip** resides in the **5.0.1\_WEB\_WEA\_PPC.zip** file that you downloaded from the WebSphere Everyplace Access support page.
2. Open the **PPC2002** folder or the **PPC2003** folder, based on your device type, and double click on **setup.exe**.
3. Click **Next** on the **Welcome to the InstallShield Wizard for Everyplace Client** panel to continue installing Everyplace Client.

**Note:** If you have a previous version of Everyplace Client installed on your desktop, you will see the following message: **Do you want to completely remove the selected application and all of its components?** If you see this message, do the following:

- a. Click **OK** to remove the current version of Everyplace Client, or click **Cancel** to exit the installation. If you want to install the newest version of Everyplace Client, you must remove the previous version of Everyplace Client.
  - b. If you click **OK**, InstallShield uninstalls all of the previous Everyplace Client components from your desktop. Click **Finish** on the **Maintenance Complete** panel.
  - c. Restart the installation process to install Everyplace Client.
4. Choose the appropriate language from the **Choose Setup Language** panel, and click **OK**.
  5. Click **Next** on the **Welcome to the InstallShield Wizard for Everyplace Client** panel to continue installing Everyplace Client.
  6. Click **Yes** if you accept the terms of the software license agreement.

**Note:** If you click **No**, you will exit the installation program.

7. Device soft reset warning:
  - If you have already performed a soft reset on your device and re-established an ActiveSync connection, click **OK** and continue installing Everyplace Client.
  - If you have not yet performed a soft reset on your device, do the following:
    - a. Remove the device from its cradle, or disconnect it from ActiveSync if you are not using a cradle.
    - b. Perform a soft reset.
    - c. Re-established your ActiveSync connection.
    - d. Click **OK** to continue installing Everyplace Client.
8. Click **OK** if you have verified that your organization's technical support representative has installed version 5.0 of the server software on your WebSphere Everyplace Access Server.

**Note:** If you have not yet verified the server software version with your organization's technical support representative, do so before clicking **OK**.

9. Specify the location where you want to install Everyplace Client on your desktop from the **Choose Destination Location** panel, and click **Next**.

**Note:** To modify the default location, click **Browse** and select the location where you want to install Everyplace Client.



10. Select the components you want to install from the **Components** panel, and click **Next** to continue installing Everyplace Client. Click **Back** to go back to the previous panel, or click **Cancel** to exit the Everyplace Client installation.

**Note:** If you are migrating a previous version of Everyplace Client to the latest version of Everyplace Client, the pre-selected components on this screen will vary depending on what you have installed with your previous version of Everyplace Client. For the components you leave selected, Everyplace Client will uninstall the previous version of the component before installing the latest version of the component. If you unselect any of the pre-selected components and leave them unselected, Everyplace Client will uninstall these items but will not install the newest versions of the components.

Everyplace Client contains the following components:

- E-mail and Personal Information Management (PIM) - Enables you to synchronize data with Lotus® Domino® and Microsoft Exchange Servers.
  - DB2® Everyplace - Enables you to synchronize data from DB2 Everyplace databases to your device.
    - DB2 Everyplace Synchronization Client
    - DB2 Everyplace sample applications
  - Offline Browsing and Forms - Enables you to cache offline forms and content for offline operations.
  - Software update - Enables you to receive software updates from the Device Manager Server.
  - Server initiated actions - Server Initiated Actions enable the server to synchronize data between the server and your device. The server automatically initiates a synchronization with your device if you are running an application that supports SIA. For example, if you are logged in to Sametime Connect on your device and someone sends you a message, the server will perform a SIA to synchronize with your device so that you see the message. SIA works in the background and does not require any configuration on the device.
  - Sametime Connect - Enables you to connect to Sametime Connect servers.
  - Mobility Client - Enables you to establish a secure network connection to your enterprise network from your device.
  - Workplace Client Technology, Micro Edition (WCTME) - Use this platform to extend existing enterprise applications to server-managed client devices such as desktop computers, mobile devices, and pervasive devices.
    - Extension Services for WebSphere Everyplace (ESWE) - Extension Services for WebSphere Everyplace provides a Java-based runtime that implements the Open Services Gateway Initiative (OSGi) to support the development, deployment, and management of services on connected, disconnected, or casually connected devices.
    - Mobile Information Device Profile (MIDP) - When used in combination with the Connected Limited Device Configuration (CLDC), Mobile Information Device Profile provides Java runtime support for mobile applications on resource-limited devices such as cellular phones and personal digital assistants (PDAs).
11. Optional—If you selected any components that require prerequisite software components, click **Next** to have Everyplace Client install these components for you. Click **Back** if you want to re-select your components.

- Optional—If you de-select any of the pre-selected components, you will see a list of those components. Click **Next** if you want Everyplace Client to uninstall those components, or click **Back** if you want to reselect your components.
- Click **Next** on the **Start Copying Files** panel to begin copying files to your desktop and device. The Everyplace Client installation progress panel is displayed.

**Note:** After you click **Next**, you will see the following message: **Install "Sync Client" and other pending installations using the default application install directory?** Click **Yes** to install the applications in the default directory, click **No** to choose another directory, or click **Cancel** to exit the installation.

- When the installation program completes copying files, you will see the following message: **Please check your mobile device screen to see if additional steps are necessary to complete this installation.** Click **OK** and complete the following steps on your device.
- On your device, enter your Everyplace user ID in the **User ID** field, and enter your password in the **Password** and **Confirm Password** fields. After you have entered this information, tap **OK**.

**Note:** The Everyplace user ID and password you enter on your device must match your Everyplace user ID and password on the Everyplace Synchronization Server. For example, if you modify your Everyplace user ID or password on your device, you must update your user ID and password on the server. For more information, contact your organization's technical support representative.

- On the **Sync Client** panel, enter a name you would like to use as your display name in the **Your Name (Display Name)** field. Also, enter the e-mail address you would like to use in the **Your EMAIL address** field. Tap **OK** after you have entered this information.
- On your desktop, click **Finish** on the **InstallShield Wizard Complete** panel.

## Verifying the installation success

Refer to the following steps to verify that you installed Everyplace Client properly on your device.

- Select **Start**—>**Settings**.
- Tap the **System** tab.
- Tap **Remove Programs**.
- Verify that all of the components that you selected to install are in the **Programs in storage memory** dialog box. Refer to the following list for Everyplace Client components:
  - IBM Everyplace Client
  - IBM Server Initiated Actions (SIA) Monitor
  - Extension Services for WebSphere Everyplace
  - IBM MIDP 20 (your language)
  - IBM MIDP 20
  - Lotus Sametime Connect
  - IBM Mobility Client
  - Sync Client
  - IBM Software Update
  - IBM Offline Portal Browsing

- IBM DB2 Everyplace SyncServer
  - IBM DB2 Everyplace Samples
  - IBM DB2 Everyplace
5. Tap **OK** in the top right corner of the screen to exit.

**Note:** If you do not see a component you selected to install in the **Programs in storage memory** list, the component did not install correctly on your device. Contact your organization's technical support representative.


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## Related documentation

Refer to the following documents for more information about IBM Everyplace Client and its related components:

- WebSphere Everyplace Access Server Information Center
- Everyplace Client Online Help



**Note:** - On your device, tap the help icon (  ) to open the Everyplace Client online help, or tap the **Help** button at the bottom of an Everyplace Client panel.

- Mobility Client User's Guide
- WebSphere Everyplace Access support page:  
[http://www.ibm.com/software/pervasive/ws\\_everyplace\\_access/support/](http://www.ibm.com/software/pervasive/ws_everyplace_access/support/)

**Note:** For a list of WebSphere Everyplace Access product documentation, open the URL above, and click **Product information and publications** under the **Learn** topic.

- WebSphere Everyplace Connection Manager support page:  
[http://www.ibm.com/software/pervasive/ws\\_everyplace\\_connection\\_manager/support/](http://www.ibm.com/software/pervasive/ws_everyplace_connection_manager/support/)

**Note:** For a list of WebSphere Everyplace Connection Manager product documentation, open the URL above, and click **Product information and publications** under the **Learn** topic.



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## Chapter 2. Configuring Everyplace Client

Refer to the following topics to configure Everyplace Client after you have installed Everyplace Client and verified that Everyplace Client installed successfully.

- Preparing to configure Everyplace Client
- Configuring Everyplace Client
- Configuring synchronization settings
- Configuring Mobility Client
- Configuring Everyplace Client security
- Configuring memory

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### Preparing to configure Everyplace Client

Before you configure Everyplace Client, contact your organization's technical support representative for the following information:

- Your Everyplace user ID and password.
- Your Mobility Client user ID and password if you use Mobility Client in conjunction with Everyplace Client.
- Network profile:
  - If your organization's technical support representative created a network profile for you, ask for the name of your network profile.
  - If your organization's technical support representative asks you to create your own network profile, ask for the following information:

**Note:** Depending on what you installed with Everyplace Client, you might not need information for all of the items listed below. For information on creating a network profile, refer to [Creating a network profile](#).

- Do you use a Secure Sockets Layer (SSL) to connect to your network?
- Everyplace Synchronization server address
- Offline Content server address
- DB2 Everyplace server address and target directory
- Device Manager server address
- OSGi server address
- Sametime Connect server address and community port
- What is the preferred value for a connectivity check?

After you have contacted your organization's technical support representative for this information, you are ready to configure Everyplace Client.

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### Configuring Everyplace Client

After you install Everyplace Client on your device, use the following information to configure Everyplace Client:

1. Launch Everyplace Client on your device.
2. Enter your Everyplace user ID and password, and tap **Log in**.

**Note:** The Everyplace user ID and password you enter on the device must match your Everyplace user ID and password on the Everyplace Synchronization Server. For example, if you modify your Everyplace user ID or password on your device, you must update your user ID and password on the server. For more information, contact your organization's technical support representative.

3. Create a network profile.

**Note:** Your organization's technical support representative might have already created a network profile for you. If they have not, you will see the **Active network profiles** panel every time you open Everyplace Client until you create a network profile. For more information about creating a network profile, refer to Working with network profiles.

4. Optional - If you are using Mobility Client in conjunction with Everyplace Client, create a Mobility Client profile if your organization's technical support representative has not already created one for you.

**Note:** For more information about creating a Mobility Client profile, refer to Configuring Mobility Client.

After you have configured and logged in to Everyplace Client, you are ready to begin using Everyplace Client. For more information about using Everyplace Client, refer to Chapter 3, "Using Everyplace Client."

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## Configuring synchronization settings

Everyplace Client enables you to synchronize data with WebSphere Everyplace Access servers.

When you initiate a synchronization request, Everyplace Client communicates with the server to determine if you have previously synchronized the application. If you have not performed an initial synchronization, Everyplace Client enables you to merge data or replace the data on your device. If you select **Replace**, Everyplace Client will delete all of the data on your device and replace it with the latest copy from the server. If you select **Merge**, Everyplace Client compares all of the items in the client database with the list of items in the server database on a field-by-field basis. After the server compiles the list of items the client needs, the server begins to synchronize the data on the client.

**Note:** For more information on merging and replacing data, refer to Initial synchronization and Replacing data.

The initial synchronization will take an extended period of time to complete. Therefore, perform the initial synchronization when your device has access to your fastest available connection.


After the initial synchronization, Everyplace Client synchronizes only the new and modified data from the server to the device or from the device to the server.

Refer to the following steps to configure your synchronization settings:

**Note:** Everyplace Client will use these configuration settings every time you perform a synchronization. If you want to use a different synchronization setting, you must reconfigure your settings using the following steps.

1. In the **My settings** panel, tap **Sync settings**.



- Note:** To open **My settings**, tap on the settings icon (  ) on the main view panel.
2. Select the type of synchronization you want to use by tapping on the radio button next to the synchronization name: **Cradled**, **Manual Only**, or **Scheduled sync**.
    - If you select **Cradled** and place your device in its cradle, Everyplace Client synchronizes all of the applications for the category you currently have selected.
    - If you select **Manual Only**, you can synchronize one application at a time or synchronize an entire category by tapping the appropriate synchronization icon.
    - If you select **Scheduled sync**, specify how often you want Everyplace Client to perform synchronizations by specifying a time interval, in hours and minutes. You must also select the applications that you want to synchronize with the server. When you have your device connected to the server, Everyplace Client will synchronize the applications you select based on the time interval you choose.
  3. Choose one or more of the confirmation settings:
    - **Confirm before starting each sync** -- Everyplace Client displays a confirmation dialog box indicating the number of updates you want to send to the server.
    - **Confirm after each successful sync** -- Everyplace Client displays a confirmation dialog box after each successful synchronization.
    - **Show alert after each sync failure** -- Everyplace Client displays an alert dialog box after each synchronization failure. Tap **View log** for more detailed information about the failure.
  4. Tap **OK** to save your settings, or tap **Cancel** to exit without saving your settings and return to the **My settings** panel.

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## Configuring Mobility Client

Configure Mobility Client if you use Mobility Client in conjunction with Everyplace Client.

**Note:** These instructions support Mobility Client version 5.1. For information on synchronizing Everyplace Client applications with Mobility Client, refer to Initial synchronization using Mobility Client.

Refer to the following steps to configure Mobility Client:

1. In the **My settings** panel, tap **Mobility Client**.
2. Select the Mobility Client configuration profile you want to use from the drop-down menu. Contact your organization's technical support representative for more information about Mobility Client configuration profiles. Select one of the following:
  - **Default** - Select this if you want to create your own default configuration profile.
  - **None** - Indicates that you do not want to use Mobility Client.
  - If your organization's technical support representative creates configuration profiles for you, you will see those pre-existing configuration profiles in the drop-down menu.

3. Enter your Mobility Client server address and port number.

**Note:** The Mobility Client server address and port number might be pre-populated. Contact your organization's technical support representative for more information about your Mobility Client server address and port number.

4. Enter your Mobility Client user ID and password, or select **Use Everyplace User ID and Password** if you want to use your Everyplace Client user ID and password to log in to Mobility Client.

**Note:** If you select **Use Everyplace User ID and Password**, your Everyplace user ID and password must be the same as your Mobility Client user ID and password. Also, the Everyplace user ID and password you enter must match your Everyplace user ID and password on the Everyplace Synchronization Server. For example, if you modify your Everyplace user ID or password on your device, you must update your user ID and password on the server. Contact your organization's technical support representative for more information regarding your user ID and password.

5. Optional - Select **Always prompt for password** if you want to enter your Mobility Client password each time you open an application that requires a Mobility Client connection.
6. Tap **OK** to save your changes, or tap **Cancel** to exit without configuring Mobility Client.

## Modifying your Mobility Client password

Refer to the following steps to modify your Mobility Client password:

1. In the **My settings** panel, tap **Mobility Client**.

**Note:** After you tap **Mobility Client**, your Mobility Client profile settings are displayed.

2. Double-tap the **Password** field.

**Note:** The **Password** field will be filled with asterisks (\*). You must double-tap this field to activate it. When you activate the password field, Everyplace Client highlights all of the asterisks in the field.

3. Enter your new password into the **Password** field.
4. Tap **OK** to save your new password, or tap **Cancel** to exit without modifying your password.

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## Configuring Everyplace Client security

Configure Everyplace Client security to modify your Everyplace user ID or password. The Everyplace user ID and password you enter into Everyplace Client must match your Everyplace user ID and password on the Everyplace Synchronization Server. For example, if you modify your Everyplace user ID or password on your device, you must update your user ID and password on the server. Everyplace Client does require you to have a valid Everyplace user ID and password to log in.


**Note:** Select **Automatically log me on** in the **My settings** panel if you want Everyplace Client to remember your Everyplace user ID and password.

Refer to the following steps to change or modify your Everyplace user ID or password:



1. In the **My settings** panel, tap **Security**.



**Note:** To open **My settings**, tap on the settings icon (  ) on the main view panel.

2. Enter your new Everyplace user ID in the **User ID** field.
3. Enter your new password in the **New password** field.
4. Enter your new password again in the **Confirm new password** field.
5. Tap **OK** to save your changes, or tap **Cancel** to exit without saving your changes to your password.

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## Configuring memory

Configure Personal Information Management (PIM) and e-mail memory settings to specify how much memory you want Everyplace Client to make available after every PIM and e-mail synchronization.

Refer to the following steps to configure PIM and e-mail memory:

1. In the **My settings** panel, tap **Replace Data**.



**Note:** To open **My settings**, tap on the settings icon (  ) on the main view panel.

2. Select **Memory** from the drop-down menu.
3. Type in a numeric value to specify how much memory you want Everyplace Client to make available after every synchronization.
4. Tap **OK** to save your changes, or tap **Cancel** to exit without saving.



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## Chapter 3. Using Everyplace Client

Refer to these sections for more information about performing the following tasks with Everyplace Client:

- Understanding the Everyplace Client user interface
- Working with categories
- Personalizing shortcuts
- Choosing a theme
- Synchronizing applications
- Working with network profiles
- Replacing data
- Checking for software updates
- Completing administrative tasks
- Using Sametime Connect

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### Understanding the Everyplace Client user interface

To open Everyplace Client on your device, tap the Everyplace Client icon () and enter your Everyplace user ID and password.


**Note:** The Everyplace user ID and password you enter into Everyplace Client must match your Everyplace user ID and password on the Everyplace Synchronization Server. For example, if you modify your Everyplace user ID or password on your device, you must update your user ID and password on the server. For more information, contact your organization's technical support representative.


The main view panel contains the following items:



- Shortcut bar - The shortcut bar contains a list of application shortcuts you can customize.

**Note:** You cannot remove the following shortcuts:

- Settings - The settings icon () enables you to open the **My settings** panel.

- Help - The help icon () enables you to open the Everyplace Client online help.

- Close Everyplace Client - The close icon () enables you to close Everyplace Client.
- Category - The category drop-down menu enables you to switch between categories. You can customize the list of applications you want to include in each category.

- Start category synchronization icon ( ) - The start category synchronization icon, located on the right-side of the category drop-down menu, enables you to start category-level synchronizations.
- Stop synchronization icon ( ) - The stop synchronization icon enables you to stop an in-progress synchronization.
- Category view - The category view shows you a list of applications you have assigned to the category you select. This view enables you to view status information for each application, manually synchronize one application, synchronize the entire category, or open an application by tapping on it.


Refer to the following for a list of icons you will find on the Everyplace Client user interface:

**New items icon** ()

Indicates that you received new items for the application during the last synchronization.

**Queued items icon** ()

Indicates that you have created items on your device that are waiting to be synchronized with the server.

**Synchronization error icon** ()

Indicates that your previous attempt to synchronize the application failed or did not complete. Tap **View log** to open the latest synchronization log and see more detail about the failure.

**Note:** You can also tap on the synchronization error icon to view more details about the synchronization failure.

**Synchronize application icon** ()

Indicates that you can manually synchronize this application. Tap this icon to begin a synchronization for the associated application.


**Synchronize category icon** ()

Enables you to perform a category synchronization.

**Stop synchronization icon** ()

Tap this icon to stop the synchronization.

**Note:** You will see this icon after you start a synchronization.

**Disconnected icon** ()

Indicates that you are not connected to the server or that Everyplace Client cannot make a connection to the server at this time. You cannot perform a synchronization when you see this icon.

**Create new icon** ()


Enables you to create a new category or network profile.

**Edit item icon** ()

Enables you to edit a category or network profile name.

**Delete item icon** ()

Enables you to delete a category or network profile.

**Open online help icon** ()

Enables you to open the Everyplace Client online help.

**Note:** You can also tap on **Help** on any of the Everyplace Client panels to open the Everyplace Client online help.

**Open my settings icon** ()

Enables you to open the **My settings** panel.

**Close Everyplace Client icon** ()

Enables you to close Everyplace Client.

**Note:** By tapping on the X on the top of the screen, you can minimize Everyplace Client.

**Sametime Connect icon** ()

Enables you to open the Sametime Connect application.

---

## Working with categories

Categories enable you to organize Everyplace Client by selecting which applications you want to see under each category menu. From the **Categories** settings panel, you can create a new category, edit a category name, or delete a category.


Refer to the following topics for more information about working with categories:

- Creating a new category
- Editing a category
- Deleting a category

### Creating a new category

You can create new categories to organize your applications.


Refer to the following steps to create a new category:

1. In the **My settings** panel, tap **Categories**.
2. Tap the new category icon ()
3. Type your new category name into the **Category name** field.
4. Tap **OK**.
5. Select the applications you want to include in the category.
6. Tap **OK** to save your changes, or tap **Cancel** to exit without saving your changes.

## Editing a category

You can edit a category to modify the name, or you can modify the applications associated with an existing category.

Refer to the following steps to edit a category name:

1. In the **My settings** panel, tap **Categories**.
2. Select the category you want to edit.
3. Tap the edit icon () on the toolbar.
4. Edit the name of category.
5. Tap **OK** to save your changes, or tap **Cancel** to exit without saving your changes.


Refer to the following steps to edit the contents of a category:

1. In the **My settings** panel, tap **Categories**.
2. Select the category you want to edit.
3. Select the applications you want to include in the category, and de-select the applications you want to remove from the category.
4. Tap **OK** to save your changes, or tap **Cancel** to exit without saving your changes.

## Deleting a category

You can delete categories to make room for new categories or to reorganize your category list.

Refer to the following steps to delete a category:

1. In the **My settings** panel, tap **Categories**.
2. Select the category you want to delete.
3. Tap the delete icon ()
4. Tap **Yes** to confirm that you want to delete the category, or tap **No** to keep the category.

---

## Personalizing shortcuts

Personalizing shortcuts enables you to add applications to or remove applications from your shortcuts bar. You can add up to seven application shortcuts to your shortcuts bar.

Refer to the following topics for more information about working with application shortcuts:

- Adding shortcuts
- Removing shortcuts

## Adding shortcuts

Refer to the following steps to add applications to your shortcuts bar:

1. In the **My settings** panel, tap **Shortcuts**.
2. Select the applications you want to add to your shortcuts bar.
3. Tap **OK** to add the applications to the shortcut bar, or tap **Cancel** to exit without saving your changes.

You will see your new shortcuts in the shortcut bar the next time you open the Everyplace Client main view panel.

## Removing shortcuts

Refer to the following steps to remove applications from your shortcuts bar:

1. In the **My settings** panel, tap **Shortcuts**.
2. Clear the check boxes of the applications you want to remove from the shortcuts bar.
3. Tap **OK** to remove the applications from the shortcuts bar, or tap **Cancel** to exit without saving your changes.

---

## Choosing a theme

Everyplace Client themes enable you to personalize the look of Everyplace Client based on the type of theme you choose.

**Note:** The default theme for Everyplace Client is called **WebSphere**. The appearance of theme icons might vary from the default theme icons for WebSphere.

Refer to the following steps to change the Everyplace Client theme:

1. In the **My settings** panel, tap **Themes**.
2. Tap the radio button next to the theme you want to use.
3. Tap **OK** to save the theme you selected, or tap **Cancel** to exit without saving your changes.

---

## Synchronizing applications

Synchronize your applications to send or receive updated information from the server. There are three types of synchronizations:

- Category-level synchronization - Enables you to synchronize all of the applications you have assigned to a category.
- Application-level synchronization - Enables you to synchronize individual applications.
- Scheduled - Enables you to select a set of applications to synchronize at a time interval you specify.

Refer to the following for more information on synchronizing applications:

- Initial synchronization
- Initial synchronization using Mobility Client
- Performing category-level synchronizations
- Performing application-level synchronizations
- Configuring a scheduled synchronization
- Working with e-mail
- Synchronizing custom folders

## Initial synchronization

Everyplace Client displays a dialog box with the following options the first time you synchronize your device after you install Everyplace Client:

- Merge - Tap **Merge** if you want to preserve any data you have created on your device prior to installing Everyplace Client. When you choose **Merge**, the server

sends a copy of all your Personal Information Management (PIM) and e-mail data to your device while preserving the data you had on your device prior to installing Everyplace Client.

- **Replace** - Tap **Replace** if you want to delete all of the PIM and e-mail data on your device and replace it with a copy of your PIM and e-mail data from the server. If you select **Replace**, you will lose any data modifications or updates you have made on your device prior to installing Everyplace Client.

**Note:** For more information about replacing data, refer to Replacing data.

- **Cancel** - Tap **Cancel** to exit the dialog box without performing a synchronization.

The initial synchronization will take an extended period of time to complete. Therefore, perform the initial synchronization when your device has access to your fastest available connection.

### Initial synchronization using Mobility Client

If you use Mobility Client in conjunction with Everyplace Client to synchronize applications, you might see a variety of password confirmation panels, login panels, and error messages associated with Mobility Client during your initial synchronization. Even though most Mobility Client users experience these error messages and login panels during their initial synchronization, you might see them every time you synchronize. The number of error messages, login panels, and password confirmation panels you see depends on how you use Mobility Client with Everyplace Client, how you have Mobility Client configured, and the quality of your network connection when you synchronize.

Refer to the following for a list of causes that might expose you to Mobility Client login and password confirmation panels:

- You have not entered a Mobility Client password
- Your organization requires second-level authentication
- You entered an invalid password
- Your new passwords do not match
- Your password has expired
- Your new password does not meet security guidelines


If you experience an error message when you synchronize using Mobility Client, refer to Mobility Client error messages for more information about those errors.

## Performing category-level synchronizations

Refer to the following steps to perform category-level synchronizations:

1. In the main view panel, select the category from the category drop-down menu that you want to synchronize.

2. Tap the category synchronization icon ().

3. Optional - When you are synchronizing a category, tap the stop synchronization icon () to stop the category synchronization.

4. Optional - Tap **View log** to view the synchronization log.




**Note:** You will only see the **View log** button if you select **Show confirmation after each successful sync** when you configure your synchronization settings. For more information about selecting this feature, refer to Configuring synchronization settings.

For more information about categories, refer to Working with categories.

## Performing application-level synchronizations

Refer to the following steps to perform application-level synchronizations:

1. In the main view panel, select the category from the category drop-down menu that contains the application you want to synchronize.
2. Tap the synchronization icon (  ) next to the application you want to synchronize.
3. Optional - Tap **View log** to view the synchronization log.

**Note:** You will only see the **View log** button if you select **Show confirmation after each successful sync** when you configure your synchronization settings. For more information about selecting this feature, refer to Configuring synchronization settings.

## Configuring a scheduled synchronization

By configuring a scheduled synchronization, you can specify a set of applications you want to synchronize at a specific time interval. For more information about configuring a scheduled synchronization, refer to Configuring synchronization settings.

## Working with e-mail

For more information about working with e-mail or synchronizing your e-mail application, refer to the following:

- After your first synchronization, Everyplace Client creates a new folder called **Everyplace Client** in your e-mail inbox. Everyplace Client puts all of your e-mail from your e-mail server in the Everyplace Client folder when you synchronize your e-mail application.
- To prevent the data on your device and the data on your server from becoming mis-matched, configure your e-mail inbox to delete e-mail messages manually. To configure your e-mail to delete e-mail messages manually:
  1. Open your e-mail application.
  2. Tap **Tools** on the bottom tool bar, and select **Options**.
  3. Tap the **Message** tab.
  4. From the **Empty deleted items** drop-down menu, choose **Manually**.
  5. Tap **OK** to complete.

## Synchronizing custom folders

If you create custom folders in your e-mail inbox on the server that you want to synchronize e-mail to on your device, you must create the same folder on your device before you synchronize with the server. After you create the same folder on your device, you should synchronize with the server before moving e-mails to the new folder. If you move e-mails to a new folder before synchronizing, you may get duplicate e-mails on the server, one in the original location and a duplicate in the new folder created during the synchronization.

**Note:** The name of the custom folder and its location on your device must match the name of the folder and its location on the server.

---

## Working with network profiles

Network profiles enable you to specify the server addresses you want to connect to when you synchronize. You can create a new profile, edit an existing profile, or delete a profile.


**Note:** You can choose a profile using the profile drop-down menu on the **My settings** panel.

Refer to the following topics for more information about working with network profiles:

- Creating a network profile
- Editing a network profile
- Deleting a network profile

### Creating a network profile

Refer to the following steps to create a network profile:

1. In the **My settings** panel, tap **Network profiles**.
2. Tap the new profile icon ().
3. Enter a name for your new profile in the **Profile name** field and tap **OK**.
4. Enter the addresses of the servers you need to connect to in the appropriate field.


**Note:** Contact your organization's technical support representative for a list of servers and server addresses that you need.

5. In the **Connectivity Check** field, specify how often you want to verify that your network connection is still available. The default is 30 seconds.
6. Tap **OK** to save your new profile, or tap **Cancel** to exit without saving your changes.

### Editing a network profile

Edit a network profile to modify the profile name or the server address information.

Refer to the following steps to edit an existing network profile name:

1. In the **My settings** panel, tap **Network profiles**.
2. Select the network profile you want to edit using the drop-down menu.
3. Tap the edit icon ().
4. Edit the profile name, and tap **OK**.
5. Enter the new server address information.


**Note:** Contact your organization's technical support representative for a list of servers and server addresses that you need.

6. Tap **OK** to save your changes, or tap **Cancel** to exit without saving your changes.

## Deleting a network profile

Delete profiles to remove obsolete network profiles from Everyplace Client.

Refer to the following steps to delete an existing network profile:

1. In the **My settings** panel, tap **Network profiles**.
2. Select the network profile you want to delete using the drop-down menu.
3. Tap the delete icon ().
4. Tap **Yes** to confirm that you want to delete the category, or tap **No** to keep the category.

---

## Replacing data

Replacing data enables you to replace corrupt Personal Information Management (PIM) and e-mail data on your device with the latest server-side data for the application you choose.

**Note:** Replacing data deletes all of the PIM and e-mail data you currently have on your device and replaces it with a server-side copy for the applications you choose. Any modifications you have made on your device that you have not synchronized to the server prior to replacing data will be lost.

Refer to the following steps to replace data:

1. In the **My settings** panel, tap **Replace Data**.
2. Choose **Replace Data** from the drop-down menu.
3. Select the applications you want to replace data for.
4. Tap **Replace Data** to begin replacing the data on your device with the data on the server for the applications you choose.
5. Tap **OK** to confirm that you want to replace data, or tap **Cancel** to exit without replacing data.

---

## Checking for software updates

Check for software updates periodically to receive software updates from your organization's technical support team.

**Note:** Before you check for software updates, ensure that you have specified a Device Manager Server (DMS) address in your network profile. For more information about configuring your network profile, refer to [Creating a network profile](#).

Refer to the following steps to check for software updates:

1. In the **My settings** panel, tap **Software Update**.
2. Tap **Get updates**.

---

## Completing administrative tasks

Refer to this section for more information about working with administrative tasks.

**Note:** Only perform procedures in the following sections if you are instructed to do so by your organization's technical support representative.

## Working with tracing

Tracing enables you to activate debugging logs that your organization's technical support representative will use to debug Everyplace Client.

**Note:** Only enable tracing if you are instructed to do so by your organization's technical support representative.

Refer to the following steps to enable tracing on your device:

1. In the **My settings** panel, tap **Servicing**.
2. Turn tracing on by selecting **Trace ON**.  
Everyplace Client displays tracing information in the text window.
3. Optional—Tap **Clear** to clear the contents of the text window.
4. Tap **Hide** to minimize the tracing panel.

With tracing enabled, Everyplace Client produces debugging logs that your organization's technical support representative will ask you to send to him or her.

Refer to the following list for the names of the debugging logs and their locations on your device:

### **coredump.txt**

Location: \WEA\coredump.txt

Contains general information about Everyplace Client.

### **ic\_log.txt**

Location: \WEA\ic\_log.txt

Contains tracing information for the ImageChanger ActiveX<sup>®</sup> control.

### **icu\_trace\_log.txt**

Location: \WEA\icu\_trace\_log.txt

Contains tracing information for synchronization components.

### **pim\_trace\_log.txt**

Location: \WEA\pim\_trace\_log.txt

Contains tracing information for the Personal Information Management (PIM) and e-mail synchronization adapter.

### **trace\_log.txt**

Location: \WEA\trace\_log.txt

Contains information about the trace log.

### **webcache\_log.txt**

Location: \WEA\webcache\_log.txt

Contains tracing information for the offline home and offline forms.

## Configuring database synchronization

Database synchronization enables you to synchronize data on your device with database applications that your organization's technical support representative has configured for you.

**Note:** Only change or modify database synchronization settings if your organization's technical support representative has instructed you to do so.

Refer to the following procedures to modify database synchronization settings:

## Modifying database synchronization settings

Refer to the following instructions to modify the following synchronization settings:

1. Select the category that contains **Database sync** from the category drop-down menu. By default, Everyplace Client assigns **Database sync** to the **My tools** category.
2. Tap **Database sync**.  
The **iSync** panel is displayed.
3. Tap **File** and select the setting that you want to modify:
  - **Server Settings:**
    - a. Specify the server address for the database application server you want to synchronize with in the **URL** field.  
  
**Note:** You can enter a new address or you can select an existing address from the drop-down menu.
    - b. Enter your user ID and password for the database application server you want to synchronize with in the **User** and **Password** fields.
    - c. Select **Save Password** if you do not want to enter your password every time you connect to the database application server.
    - d. Tap **OK** to save your settings, or tap **Cancel** to exit without saving your changes.
  - **Client Settings:**
    - a. Select the type of tracing information you want to see from the **Trace** drop-down menu.
    - b. Specify a location on your device to send database synchronization tracing information in the **Target Path** field.
    - c. Tap **OK** to save your settings, or tap **Cancel** to exit without saving your changes.
  - **Network Settings:**
    - a. Specify timeout limitation by selecting a value from the **Timeout** drop-down menu.
    - b. Specify the type of connection you use to connect to your network from the **Network** drop-down menu.
    - c. Select **Use Proxy** if you use proxy settings to connect to your network.
    - d. Tap **OK** to save your settings, or tap **Cancel** to exit without saving your changes.
  - **Subscription Set Settings:**
    - a. Tap on the subscription set you want to use to synchronize your database application, and select **Enable**.
    - b. Disable any subscription sets you do not want to use by selecting the subscription set and selecting **Disable**.
    - c. Tap **OK** to save and exit.
    - d. Optional—Select a subscription set and tap **Details** to see all of the details for that subscription set.
    - e. Optional—Tap **Purge** if you want to delete all of your application data on your device and replace it with a server-side copy.
  - **Synchronize** - Select **Synchronize** to begin synchronizing your database applications.

**Note:** Synchronization will begin as soon as you tap **Synchronize**.

4. Tap **File** and select **Exit** to exit out of the iSync panel.

## Working with offline forms

Offline forms enable you to enter data into an application while you are working with Everyplace Client offline. After you enter data into the offline form, you can submit the form to be synchronized with the server the next time you have network access.

Refer to the following sections for more information to work with offline forms:

- Entering data into an offline form
- Synchronizing offline forms

### Entering data into an offline form

Refer to the following instructions to enter data into an offline form your organization's technical support representative has configured for you:

1. Synchronize **Offline home page** to view the offline forms your organization's technical support representative has configured for you.

**Note:** By default, Everyplace Client assigns **Offline home page** to the **My Tools** category.

2. Tap **Offline home page** and select the form for which you want to enter data.
3. Enter the content in the form and tap **Submit** to save the form to your device to be synchronized the next time you have network access.  
After you save the offline content, Everyplace Client displays the following message: "Your request has been deferred."


**Note:** You can view the list of offline forms you have saved by tapping **Offline forms** in the **My Tools** category.

4. Tap **Offline home** to return to your offline home page, or tap **WEA client page** to return to Everyplace Client.

### Synchronizing offline forms

Refer to the following steps to synchronize offline content with the server.

**Note:** Only synchronize offline forms if instructed to do so by your organization's technical support representative.

1. Synchronize offline forms by tapping the synchronization icon () next to **Offline forms**.

After the synchronization is complete, Everyplace Client displays updated synchronization status information in the status bar. For example, "Last sync – 2:30 PM."

2. Tap **Offline forms** to view the offline forms you have submitted. Everyplace Client displays a timestamp for each submission you made and information regarding the success of the synchronization.
3. If you expect to receive data from the server after you synchronize your offline forms, tap the timestamp link that you want to view data for and then tap **Show response**.
4. To return to Everyplace Client, tap the browser back arrow button located at the bottom of the panel.

---

## Using Sametime Connect

Sametime Connect allows you to maintain a list of your online friends and co-workers, enabling you to locate and securely communicate with them in realtime. Sametime Connect enables you to create a personal contact list. The list you create can contain groups defined in a public address book or personal groups that you define. When you are logged into Sametime Connect, you are notified when a contact in your list logs in to the network, allowing you to send them instant messages.

Refer to the following topics for more information about Sametime Connect:

- Sametime Connect requirements
- Sametime Connect terms
- Configuring Sametime Connect connectivity settings
- Logging in to Sametime Connect
- Sending a message to another Sametime Connect user
- Managing people or groups
- Changing your online status
- Editing your current online status message

### Sametime Connect requirements

The following server and extensions are required to run Sametime Connect with Everyplace Client:

- Sametime Server 3.1
- Sametime Server Extensions for Mobile Access

**Note:** Existing Sametime Connect customers can download the Sametime Server Extensions for Mobile Access from the Passport Advantage® web site.

### Sametime Connect terms

Refer to the following list of Sametime Connect terms for more information about Sametime Connect:

#### Message

A text message exchanged between two Sametime Connect users.

#### Groups

Sametime Connect enables you to organize a group of your contacts under a single group name. For example, you can create a group called **Work** and group all of your work contacts under your work group. There are two basic kinds of groups:

- **Public**—Public groups are groups defined by a company's public address book. The owner of the public address book controls and defines membership of the public group.
- **Personal**—Personal groups are groups of people that you define. You can add individuals to or remove individuals from your personal groups.

#### Online Status

Online status refers to the active status of a Sametime Connect user on the Sametime Connect server. Sametime Connect enables you to choose one of the following status options or create your own custom status message:

- **Offline** - Sametime Connect user is not logged in and is unavailable for chat.



- Active - Sametime Connect user is logged in and is available for chat.
- Away from the computer - Sametime Connect user is logged in, but they are currently away from their computer.

**Note:** You can create and leave a custom "away" message. For more information on creating a custom away message, refer to Editing your current online status message.

- Do not disturb me - Sametime Connect user is logged in, but they do not wish to be disturbed.

**Note:** You can create and leave a custom "do not disturb me" message. For more information on creating a custom away message, refer to Editing your current online status message.

If a Sametime Connect user sends you a message and you have set your status to **Away**, Sametime Connect displays the message on your screen and sends the user an automatic response with a message you create. If you set your status to **Do Not Disturb**, Sametime Connect sends an automatic response to the user notifying them that you do not want to be disturbed.

## Configuring Sametime Connect connectivity settings

The first time you start Sametime Connect, you must configure the following settings:

**Note:** To modify these settings after you have configured Sametime Connect, tap on **Connectivity** on the login panel.

1. **Host** - Specify the Sametime Connect server host name you use to connect to your Sametime Connect server.
2. **Community port** - Specify the port you use to connect to your Sametime Connect server.
3. **Time-out** - Specify the length of time you want to try to connect to your Sametime Connect server before timing out.
4. Tap **OK** to save your settings, or tap **Cancel** to exit without saving your settings.

## Logging in to Sametime Connect

After you launch Sametime Connect, the login panel is displayed.

**Note:** If your Sametime Connect server does not have the required settings, the **Connectivity** panel opens.

Refer to the following steps to log in to Sametime Connect:

1. Enter your user name and password.
2. Optional - Select **Automatically log me on** to automatically log in to Sametime Connect when you start the application.

**Note:** This option will save your password on your device. You will not be prompted to enter your Sametime Connect password on startup.

3. Optional - Tap **Connectivity** to set your Sametime Connect connectivity preferences. You can edit your connectivity preferences when you are logged in to Sametime Connect.



**Note:** For more information, refer to Configuring Sametime Connect connectivity settings.

4. Tap **Log On**.

## Sending a message to another Sametime Connect user

To send a message to another user:

1. Tap a name in your group list that you want to send a message to.
2. Tap **Tools** → **Chat**.
3. Type your message in the text area.
4. Tap **Send**.

### Details:

Depending on the device that you are using, there are other ways to open the **Send Message** panel.

## Managing people or groups

Your contact list contains the list of people who you want to maintain contact with and who you want to receive and send messages to. You can add and remove Sametime Connect users to your contact list, but must assign each person in your contact list to a group. When you add a Sametime Connect user to your contact list, you must select or create a personal group for that user. You can also use a public group from your company's public address book.

**Note:** The owner of the public group defines membership in the public address book. You cannot add or remove public group members. You can place a Sametime Connect user in more than one group in your contact list. For example, someone who is a member of your **Work** group can also be a member of your **Friends** group.

### Adding a Sametime Connect user

Refer to the following steps to add a Sametime Connect user to your contact list:

1. Tap **Tools** → **Add** to open the **Add Person** panel.
2. For **User Name**, enter the complete e-mail address for your contact.
3. Optional - Enter a nickname for the contact. This name will appear instead of the user name in your contact list only.
4. Assign the new contact to a group by selecting an existing personal group name. To create a new group, type the name of the new personal group.
5. Tap **Add**.

### Removing a Sametime Connect user

Refer to the following steps to remove a Sametime Connect user from your contact list:

1. Tap on the person in your contact list that you want to remove.
2. Tap **Tools** → **Remove**.
3. Tap **Yes** to confirm that you want to remove the contact from your list, or tap **Cancel** to exit without removing the contact from your list.

## Changing your online status

Change your online status to notify other Sametime Connect users in your contact list that you are active, away, or do not want to be disturbed. You can define your status messages in the **Preferences** panel.

To change your online status:

1. Tap on the current online status message on the bottom of the Sametime Connect panel.
2. Select an online status by choosing one of the following options:
  - I Am Active
  - I Am Away
  - Do Not Disturb Me
  - Edit Online Status Message

**Note:** Editing your online status message enables you to create and display a custom online status message.

If a Sametime Connect user sends you a message and you have set your status to **Away**, Sametime Connect displays the message on your screen and sends the user an automatic response with a message you create. If you set your status to **Do Not Disturb**, Sametime Connect sends an automatic response to the user notifying them that you do not want to be disturbed.

## Editing your current online status message

Refer to the following steps to edit your online status message:

**Note:** You can also define your online status messages in the **Preferences** panel. To open the **Preferences** panel, tap **Tools**—>**Preferences**.

1. Tap the **Status** tab.
2. Tap **Edit** button next to the message you want to edit.
3. Select the message you want to display from the drop-down menu, or type a new message and tap **Add**.
4. Select the message you want to display, and tap **OK**.

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## Chapter 4. Uninstalling Everyplace Client

To uninstall Everyplace Client, you must first uninstall Everyplace Client from your desktop, and then uninstall Everyplace Client from your device. Refer to the following sections to learn more about uninstalling Everyplace Client.

- Uninstalling Everyplace Client from your desktop
- Uninstalling Everyplace Client from your device

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### Uninstalling Everyplace Client from your desktop

Refer to the following instructions to uninstall Everyplace Client from your desktop:

1. Select **Start**—>**Settings**—>**Control Panel**.
2. Select **Add/Remove Programs**.
3. Select **Everyplace Client R5.01 for Windows Mobile 200X**, and click **Remove**.

**Note:** The X in Windows Mobile 200X above represents the operating system you have installed on your device. For example, Windows Mobile 2002 or Windows Mobile 2003.

4. Click **OK** to confirm that you want to uninstall Everyplace Client from your desktop.
5. Click **Finish** to complete the uninstallation of Everyplace Client.

---

### Uninstalling Everyplace Client from your device

Refer to the following steps to uninstall Everyplace Client from your device:

1. Select **Start**—>**Settings**.
2. Tap the **System** tab.
3. Tap **Remove Programs**.
4. Select the Everyplace Client components you want to uninstall, and tap **Delete**. Refer to the following list for Everyplace Client components:
  - IBM Everyplace Client
  - IBM Server Initiated Actions (SIA) Monitor
  - Extension Services for WebSphere Everyplace
  - IBM MIDP 20 (your language)
  - IBM MIDP 20
  - Lotus Sametime Connect
  - IBM Mobility Client
  - Sync Client
  - IBM Software Update
  - IBM Offline Portal Browsing
  - IBM DB2 Everyplace SyncServer
  - IBM DB2 Everyplace Samples
  - IBM DB2 Everyplace

**Note:** You must remove all of the components to completely uninstall Everyplace Client. Remove each of the Everyplace Client components one at a time.

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## Chapter 5. Troubleshooting

Refer to the information in this chapter to help you troubleshoot Everyplace Client.

- Return code definitions
- Personal Information Management (PIM) synchronization return codes
- Error messages

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### Return code definitions

Refer to the information in this section to learn more about Everyplace Client return codes and their definitions.

**Note:** An error message usually proceeds return codes E3001 through E3017. For more information on the cause and the suggested user action, refer to the Everyplace Client error messages below.

- E3001** Service failed.
- E3002** Everyplace Client failed to initialize.
- E3003** Everyplace Client failed to start the browser.
- E3004** Everyplace Client failed to start the web agent.
- E3005** Everyplace Client aggregator failed to initialize.
- E3006** Everyplace Client failed to get aggregate data.
- E3007** Everyplace Client failed to synchronize data.
- E3008** Everyplace Client failed to get the time stamp information for the last Application Programming Interface (API) synchronization.
- E3009** Problem checking for last synchronization. Data corruption possible.
- E3010** Configuration of the iSync user interface failed.
- E3011** Everyplace Client failed to cancel the synchronization.
- E3012** Not able to free a plug-in.
- E3013** Everyplace Client failed to get the Everyplace user ID and password.
- E3014** Everyplace Client failed to show the log file for the data merge.
- E3015** Everyplace Client failed to aggregate data.
- E3016** Everyplace Client did not find the properties file.
- E3017** Everyplace Client failed to load the properties file.

### Personal Information Management (PIM) synchronization return codes

Refer to the following information for a list of Personal Information Management (PIM) synchronization return codes and their definitions.

**Note:** After you perform a Personal Information Management (PIM) data synchronization, the last line of the synchronization log file will contain the

following text: SyncML\_RC = x. x represents a PIM synchronization return code number. Use the following information to determine what each return code represents.

**SyncML\_RC = 0**

**Cause:** SyncML ok.

**User action:** No action necessary.

**SyncML\_RC = 1**

**Cause:** Bad SyncML. Not an xml or wbxml element.

**User action:** Try again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 2**

**Cause:** Invalid SyncML.

**User action:** Try again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 3**

**Cause:** Communication error.

**User action:** Verify that you are connected to your network, and try again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 4**

**Cause:** Incorrect server name.

**User action:** Verify that the synchronization server name in your network profile is correct, and try again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 5**

**Cause:** Bad request.

**User action:** Try action again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 6**

**Cause:** SyncML cannot resolve the host name.

**User action:** Verify that the host name you are using is correct, and try again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 7**

**Cause:** Socket error.

**User action:** Verify that you are connected to your network, and try again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 8**

**Cause:** Connection error.

**User action:** Verify that you are connected to your network, and try again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 9**

**Cause:** Synchronization failed.

**User action:** Verify that you are connected to your network, and try again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 10**

**Cause:** Server is busy.

**User action:** Try the action again when the server is not busy. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 11**

**Cause:** Record not found on the server.

**User action:** Try the action again when the server is not busy. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 12**

**Cause:** Synchronization command failed.

**User action:** Try to synchronize again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 13**

**Cause:** Out of memory due to space constraints.

**User action:** Remove any data you do not need from the device, and try again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 14**

**Cause:** The resource requested does not exist.

**User action:** Try the action again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 15**

**Cause:** Bad string in a supported field.

**User action:** Try the action again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 16**

**Cause:** Synchronization attempt was canceled.

**User action:** Try to synchronize again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 17**

**Cause:** Authentication failed.

**User action:** Verify that your username and password are correct, and try again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 18**

**Cause:** Action forbidden.

**User action:** You cannot perform this action. Perform another action, or contact your organization's technical support representative for more information.

**SyncML\_RC = 19**

**Cause:** Item already exists.

**User action:** Try the action again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 20**

**Cause:** Command formed badly.

**User action:** Contact your organization's technical support representative for more information.

**SyncML\_RC = 21**

**Cause:** Invalid parameter specified.

**User action:** Contact your organization's technical support representative for more information.

**SyncML\_RC = 22**

**Cause:** Buffer too small.

**User action:** Contact your organization's technical support representative for more information.

**SyncML\_RC = 23**

**Cause:** Unsupported protocol. Only SyncML Data Synchronization 1.0 and SyncML Device Management 1.1 are supported.

**User action:** Verify that the version of the server you are using is compatible with the version of Everyplace Client you are using. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 24**

**Cause:** Mandatory get failed.

**User action:** Try the action again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 25**

**Cause:** Some session requirements with the required protocol were not implemented. Only SyncML Data Synchronization 1.0 and SyncML Device Management 1.1 are supported.

**User action:** Verify that the version of the server you are using is compatible with the version of Everyplace Client you are using. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 26**

**Cause:** Action not executed.

**User action:** Try the action again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 27**

**Cause:** Command not allowed.

**User action:** Try the action again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 28**

**Cause:** Partial success.

**User action:** View the warnings in the log that describe the Pocket Outlook limitations. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 29**

**Cause:** Lost connection to the server.

**User action:** Verify that you are connected to your network, and try again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 30**

**Cause:** Slow-synchronization window timed-out.

**User action:** Try to synchronize again. If you continue to have problems, contact your organization's technical support representative.

**SyncML\_RC = 31**

**Cause:** Command rejected.



**User action:** Try the action again. If you continue to have problems, contact your organization's technical support representative.

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## Error messages

Refer to the information in this section to learn more about Everyplace Client error messages, their causes, and their suggested user action:

- Everyplace Client error messages
- WebCache error messages
- Mobility Client error messages

### Everyplace Client error messages

**The passwords you entered do not match. Please re-enter and confirm.**

**Cause:** The passwords you entered do not match.

**User action:** Verify your passwords are correct and re-enter your passwords.

**Incorrect password, please re-enter your current password.**

**Cause:** Password was declined during validation.

**User action:** Verify your original password matches your setup password.

**Invalid user ID or password.**

**Cause:** Invalid Everyplace user ID or password entered during log in.

**User action:** Verify that your Everyplace user ID and password are correct. Try to log in again.

**Failed to run the application.**

**Cause:** Everyplace Client could not start the application.

**User action:** Verify the application is installed on the device.

**Log in failed, please check your login user ID and password.**

**Cause:** Everyplace Client failed to log in with current Everyplace user ID and password.

**User action:** Verify that your Everyplace user ID and password are correct. Try to log in again.

**Program encountered an unrecoverable error.**

**Cause:** Everyplace Client failed to log in.

**User action:** Verify that your Everyplace user ID and password are correct. Try to log in again.

**Software Updates Failed.**

**Cause:** Everyplace Client failed to get software updates.

**User action:** Verify that the network profile settings in your network profile are correct. Contact your organization's technical support representative for your network profile settings.

**Scheduled Sync Failed.**

**Cause:** Everyplace Client failed during a scheduled synchronization.

**User action 1:** Verify that the network profile settings in your network profile are correct. Contact your organization's technical support representative for your network profile settings.

**User action 2:** Verify your network profile connections.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3001.**

**Cause:** Initialization problem or corrupt data when starting services.

**User action 1:** Verify that the network profile settings in your network profile are correct. Contact your organization's technical support representative for your network profile settings.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3002.**

**Cause:** Initialization problem or corrupt data when initializing Everyplace Client.

**User action 1:** Verify that the wox.properties file exists and is not corrupt. Find the wox.properties file on the device in the WEA\local directory.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3003.**

**Cause:** Initialization problem or corrupt data starting the browser.

**User action 1:** Verify that the browser on device is not corrupt.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3004.**

**Cause:** Initialization problem or corrupt data starting web agent.

**User action:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3005.**

**Cause:** Initialization problem or corrupt Data initializing Aggregator.

**User action 1:** Close all Personal Information Management (PIM) and e-mail on the device. **User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3006.**

**Cause:** Initialization problem or corrupt data starting aggregator.

**User action 1:** Close all Personal Information Management (PIM) and e-mail applications on the device.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3007.**

**Cause:** Initialization problem or corrupt data.

**User action 1:** Verify that the network profile settings in your network profile are correct. Contact your organization's technical support representative for your network profile settings.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3008.**

**Cause:** Initialization problem or corrupt data.

**User action 1:** Close all Personal Information Management (PIM) and e-mail applications on the device.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3009.**

**Cause:** Problem checking for last synchronization. Data corruption possible.

**User action 1:** Verify that the network profile settings in your network profile are correct. Contact your organization's technical support representative for your network profile settings.

**User action 2:** Verify that the wox.properties file is not corrupt. Find the wox.properties file on the device in the WEA\local directory.

**User action 3:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3010.**

**Cause:** Initialization problem or corrupt data starting DB2 Everyplace.

**User action 1:** Close all DB2 Everyplace applications open on the device.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3011.**

**Cause:** Unable to cancel synchronization.

**User action 1:** Close all Personal Information Management (PIM) and e-mail applications on the device.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3012.**

**Cause:** Not able to free a plug-in.

**User action 1:** Close all Personal Information Management (PIM) and e-mail applications on the device. **User action 2:** Reset the device.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3013.**

**Cause:** Initialization problem or corrupt retrieving Everyplace user ID and password.

**User action 1:** Verify that your Everyplace user ID and password are correct.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3014.**

**Cause:** Initialization problem or corrupt data.

**User action 1:** Verify that the network profile settings in your network profile are correct. Contact your organization's technical support representative for your network profile settings.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3015.**

**Cause:** Aggregate data failed to initialize.

**User action 1:** Close all Personal Information Management (PIM) and e-mail applications on the device.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3016.**

**Cause:** Could not find the wox.properties file.

**User action 1:** Verify that the wox.properties file is installed on the device. Find the wox.properties file on the device in the WEA\local directory.

**User action 2:** Reset the device.

**Due to a fatal error, Everyplace Client must shut down. If the problem persists, contact your system administrator and report error code E3017.**

**Cause:** Problem loading the wox.properties file.

**User action 1:** Verify that the wox.properties file exists and is not corrupt. Find the wox.properties file on the device in the WEA\local directory.

**User action 2:** Reset the device.

#### **Connection error.**

**Cause:** WebSphere Everyplace Connection Manager (WECM) not able to connect.

**User action 1:** Verify WECM connection profile.

**User action 2:** Refer to WECM logs, and contact your organization's technical support representative.

#### **Failed to allocate memory**

**Cause:** Everyplace Client could not allocate memory.

**User action:** Verify that the device has enough memory available through the system settings on the device.

## **WebCache error messages**

Refer to the following information for a list of WebCache error messages, their causes, and their suggested user action.

#### **WEBCACHE\_ERR\_OK\_CANCELED = 99**

**Cause:** WebCache unable to create main dialog window.

**User action 1:** Verify your user credentials, refer to your webcache\_trace.txt log file for additional information.

**User action 2:** Contact your organization's technical support representative.

#### **WEBCACHE\_ERR\_OK\_WITH\_FAIL = 1**

**Cause:** WebCache unable to send or receive data.

**User action 1:** Refer to your webcache\_trace.txt log file for additional information.

**User action 2:** Contact your organization's technical support representative.

#### **WEBCACHE\_ERR\_INTERNAL = -1**

**Cause:** WebCache is not able to initialize.

**User action 1:** Refer to your webcache\*.txt log file for additional information.

**User action 2:** Contact your organization's technical support representative.

**WEBCACHE\_ERR\_CONFIG = -2**

**Cause:** WebCache is not configured.

**User action 1:** Verify and configure your WebCache settings.

**User action 2:** Refer to your webcache\*.txt log file for additional information.

**WEBCACHE\_ERR\_USERAUTH = -3**

**Cause:** Server requires authentication. Could not log in.

**User action 1:** Verify your Everyplace user ID and password.

**User action 2:** Refer to your webcache\*.txt log file for additional information.

**WEBCACHE\_ERR\_SERVER = -4**

**Cause:** Server requires authentication. Could not log in.

**User action 1:** Verify your Everyplace user ID and password.

**User action 2:** Refer to your webcache\*.txt log file for additional information.

**WEBCACHE\_ERR\_SERVER\_NOT\_WEA = -5**

**Cause:** Server enhancements not installed.

**User action 1:** Verify that the latest version WebSphere Everyplace Access is installed on your server. Contact your organization's technical support representative for more information about your WebSphere Everyplace Access server.

**User action 2:** Refer to your webcache\*.txt log file for additional information.

**User action 3:** Contact your organization's technical support representative.

**WEBCACHE\_ERR\_SERVER\_VER = -6**

**Cause:** Server enhancements not installed.

**User action 1:** Verify that the latest version WebSphere Everyplace Access is installed on your server. Contact your organization's technical support representative for more information about your WebSphere Everyplace Access server.

**User action 2:** Refer to your webcache\*.txt log file for additional information.

**User action 3:** Contact your organization's technical support representative.

**WEBCACHE\_ERR\_SERVER\_INFO = -7**

**Cause:** Could not retrieve the HTTP status code between servlet and WPS.

**User action 1:** Verify your settings.

**User action 2:** Refer to your webcache\*.txt log file for additional information.

**User action 3:** Contact your organization's technical support representative.

**WEBCACHE\_ERR\_BROWSER\_URL = -8**

**Cause:** WebCache failed to launch the browser.

**User action:** Verify that the network profile settings in your network profile are correct. Contact your organization's technical support representative for your network profile settings.

#### WEBCACHE\_ERR\_BROWSER\_PROCESS= -9

**Cause:** WebCache failed to launch the browser.

**User action 1:** Verify that the network profile settings in your network profile are correct. Contact your organization's technical support representative for your network profile settings.

**User action 2:** Refer to your webcache\*.txt log file for additional information.

#### WEBCACHE\_ERR\_INET\_CONN = -10

**Cause:** Invalid server was specified.

**User action 1:** Verify that the network profile settings in your network profile are correct. Contact your organization's technical support representative for your network profile settings.

**User action 2:** Refer to your webcache\*.txt log file for additional information.

## Mobility Client error messages

Refer to the following information for a list of Mobility Client error messages, their causes, and their suggested user action.

### **A connection cannot be established at this time. Would you like to review your settings?**

**Cause 1:** You have lost your network connection.

**Cause 2:** You might have entered an incorrect server address or port number.

**User action 1:** Tap **Retry** to try and synchronize again, or tap **No** to exit and synchronize at a later time.

**User action 2:** Tap **Yes** to view your settings and verify that the information you entered is correct.

### **Failed to connect. Server and Mobility Client configurations are incomplete. Please contact your Mobility Client technical support.**

**Cause:** Your WebSphere Everyplace Connection Manager server closed your Mobility Client connection.

**User action:** Tap **OK** to close the error dialog box, or tap **View Log** to view the Mobility Client error log. Contact your organization's technical support representative for more information.

### **The connection failed because the selected profile is invalid or no longer exists. Switch profile?**

**Cause:** Your Mobility Client profile has been deleted.

**User action:** Tap **Yes** to open the configuration panel and select a new profile, or tap **No** to exit without choosing a new profile.

### **Unable to load Mobility Client Toolkit library.**

**Cause:** Mobility Client is not able to locate the toolkit library.

**User action:** The Mobility Client toolkit is installed, but there is a problem loading the .dll. Contact your organization's technical support representative.

### **Unable to open the Mobility Client Application Programming Interface (API).**

**Cause:** The Mobility Client core is unable open the API for the requesting application.

**User action:** Contact your organization's technical support representative.

**Received eErrBadSate message when attempting to change password.**

**Cause:** You are attempting to change your password when you are already logged in or already logged out.

**User action:** Contact your organization's technical support representative.

**Received eErrFailed message when attempting to change password.**

**Cause:** Mobility Client has detected that the WebSphere Everyplace Connection Manager (WECM) server is unable to change your password.

**User action:** Contact your organization's technical support representative.

**Mobility Client has closed the active interface.**

**Cause:** The current active interface has been shutdown by Mobility Client.

**User action:** Contact your organization's technical support representative.

**The Mobility Client has logged off of the Connection Manager.**

**Cause:** The Mobility Client is forcing you to log off.

**User action:** This error message is displayed for one of several reasons: gateway is shutting down, software update is processing, or the device is cradled. Contact your organization's technical support representative for more details.

**Received eErrNoActiveInterface message while attempting to log in.**

**Cause:** The active network interface was lost during a log in attempt.

**User action:** Check your network adapter. Retry to log in.

**Received eErrBadSate message while attempting to log in.**

**Cause:** You are attempting to log in when you are already logged in.

**User action:** Contact your organization's technical support representative.

**Received eErrInvalidConfiguration message while attempting to log in.**

**Cause:** The WebSphere Everyplace Connection Manager (WECM) server has detected that the client configuration settings do not match the server configuration settings.

**User action:** Contact your organization's technical support representative.

**Received eErrTimeout message while attempting to log in.**

**Cause:** Mobility Client has timed out while attempting to log in.

**User action:** Try to log in again. If you experience this problem again, contact your organization's technical support representative for more details.

**Received eErrProtocol message while attempting to log in.**

**Cause:** Mobility Client has detected a protocol error.

**User action:** Contact your organization's technical support representative for more details.

**Received eErrGatewayDown message while attempting to log in.**

**Cause:** The WebSphere Everyplace Connection Manager (WECM) has shutdown during the log in attempt.

**User action:** Wait for the gateway to be restarted, and try to log in again.

**Received eErrAccountDeleted message while attempting to log in.**

**Cause:** User account has been deleted.



**User action:** Contact your organization's technical support representative for more details.

**Received eErrAccountExpired message while attempting to log in.**

**Cause:** User account has expired.

**User action:** Contact your organization's technical support representative.

**Received eErrFailed message while attempting to log in.**

**Cause:** User account has expired.

**User action:** Contact your organization's technical support representative.

**Received unknown error message while attempting to log in.**

**Cause:** Everyplace Client has received a message from Mobility Client that it does not recognize.

**User action:** Contact your organization's technical support representative.

**Received eErrModemInitFailed message while attempting to open the interface.**

**Cause:** Mobility Client was unable to open the network interface due to modem initialization problems.

**User action:** Verify that your modem is properly configured and retry.

**Received eErrBadState message while attempting Radius authentication.**

**Cause:** You are attempting to perform Radius log in authentication when you are already logged in.

**User action:** Contact your organization's technical support representative.

**Received eErrNotInitialized message while attempting Radius authentication.**

**Cause:** Mobility Client detected an invalid state while attempting Radius authentication.

**User action:** Contact your organization's technical support representative.

**Received eErrInvalidParameter message while attempting Radius authentication.**

**Cause:** Mobility Client detected that the application has used invalid parameters in the Application Programming Interface (API) call.

**User action:** Contact your organization's technical support representative.

**Received eErrMemoryFailure message while attempting Radius authentication.**

**Cause:** The available memory is too low to support this log in attempt.

**User action:** Contact your organization's technical support representative.

**Received eErrFailed message while attempting Radius authentication.**

**Cause:** Mobility Client has detected a general failure message.

**User action:** Contact your organization's technical support representative.

**Received unknown error message while attempting Radius authentication.**

**Cause:** Everyplace Client has received a message from Mobility Client that it does not recognize.

**User action:** Contact your organization's technical support representative.

**Received eErrFailed: The Mobility Client operation has failed.**

**Cause:** Mobility Client has detected a general failure message.

**User action:** Contact your organization's technical support representative.

**Received eErrMemoryFailure: Not enough memory could be allocated to complete the operation.**

**Cause:** The available memory is too low to support this operation.



**User action:** Contact your organization's technical support representative.

**Received eErrCoreNotStarted: The core Mobility Client is not started. Start the core Mobility Client and retry the operation.**

**Cause:** Everyplace Client has attempted to access the Mobility Client core prior to opening the Application Programming Interface (API).

**User action:** Start the core Mobility Client, and retry the operation.

**Received eErrNotInitialized: The application must initialize the API by calling eOpenApi.**

**Cause:** Everyplace Client has attempted to access the Mobility Client core prior to opening the Application Programming Interface (API).

**User action:** Start the core Mobility Client, and retry the operation.

**Received eErrNotSupported: The operation is not supported by the Mobility Client or the network device.**

**Cause:** The application has attempted an operation that is not supported by this version of Mobility Client.

**User action:** Contact your organization's technical support representative.

**Received eErrModemInitFailed: Modem or network device initialization has failed. Cause:** Mobility Client was unable to open the network interface due to modem initialization problems.

**User action:** Verify that your modem is properly configured and retry.

**Received eErrTooManyInterfaces: The maximum number of open interfaces has been reached.**

**Cause:** You have exceeded the maximum number of interfaces allowed by Mobility Client.

**User action:** Close some of the interfaces and retry.

**Received eErrInvalidConfiguration: The connection name specified on the function was not found.**

**Cause:** You have exceeded the maximum number of interfaces allowed by Mobility Client.

**User action:** Close some of the interfaces and retry.

**Received eErrBadState: Trying to log in or log out while not in the correct state.**

**Cause:** You are attempting to log in while already logged in or log out while already logged out.

**Received eErrNdisNotConfigured: The NDIS Mobility Client interface is not installed or has not been configured correctly.**

**Cause:** The NDIS Mobility Client interface is not installed or has not been configured correctly.

**User action:** Refer to Mobility Client documentation.

**Received eErrNoActiveInterface: No interface is currently set as the active interface.**

**Cause:** You have attempted an operation while no active interface exists.

**User action:** Open an active interface and retry.

**Received eErrTimeout: The operation has timed out.**

**Cause:** You have received a timeout message while trying to log in or open an application.

**User action:** Retry. If you experience this problem again, contact your organization's technical support representative.

**Received eErrProtocol: A protocol error was encountered while communicating with the WebSphere Everyplace Connection Manager.**

**Cause:** A protocol error was encountered while communicating with the WebSphere Everyplace Connection Manager.

**User action:** Contact your organization's technical support representative.

**Received eErrGatewayDown: The WebSphere Everyplace Connection Manager is unavailable.**

**Cause:** The WebSphere Everyplace Connection Manager is unavailable.

**User action:** Retry the operation when the WebSphere Everyplace Connection Manager is available.

**Received eErrAccountDeleted: The Mobility Client account has been deleted from the WebSphere Everyplace Connection Manager (WECM) configuration.**

**Cause:** User WECM account has been deleted.

**User action:** Contact your organization's technical support representative.

**Received eErrAccountUnknown: The Mobility Client account is not registered with the WebSphere Everyplace Connection Manager (WECM).**

**Cause:** User account id is unrecognizable by the WECM server.

**User action:** Retry. If you experience the problem again, contact your organization's technical support representative.

**Received eErrOperator: The administrator forced the Mobility Client off of the WebSphere Everyplace Connection Manager.**

**Cause:** The administrator forced the Mobility Client off of the WebSphere Everyplace Connection Manager.

**User action:** Contact your organization's technical support representative.

**Received eErrVersion: The Mobility Client and WebSphere Everyplace Connection Manager versions are incompatible.**

**Cause:** The Mobility Client and WebSphere Everyplace Connection Manager versions are incompatible.

**User action:** Contact your organization's technical support representative.

**Received eErrAccountLocked: The user account on the WebSphere Everyplace Connection Manager is locked.**

**Cause:** The user account on the WebSphere Everyplace Connection Manager is locked.

**User action:** Contact your organization's technical support representative.

**Received eErrAccountExpired: the user account on the Connection Manager has expired.**

**Cause:** User account on the Connection Manager has expired.

**User action:** Contact your organization's technical support representative.

**Received eErrModemConnectFailed: Modem could not connect to the network.**

**Cause:** Modem could not connect to the network.

**User action:** Verify that your modem is configured correctly and retry. If the problem persists, contact your organization's technical support representative.

**Received eErrAddressNotAvailable: There are no more IP addresses available from the Connection Manager's DHCP pools.**

**Cause:** There are no more IP addresses available from the Connection Manager's Dynamic Host Configuration Protocol (DHCP) pools.

**User action:** Contact your organization's technical support representative.

**Received eErrAddressInUse: The address that this client has been assigned on the Connection Manager is currently in use by another client.**

**Cause:** The address that this client has been assigned on the Connection Manager is currently in use by another client.

**User action:** Contact your organization's technical support representative.

**Received eErrDestinationInvalid: Network may be out of range.**

**Cause:** Network may be out of range.

**User action:** Wait for your device to be in range and try again.

**Received eErrBufferTooSmall: The buffer supplied to the function is too small.**

**Cause:** The buffer supplied to the function is too small.

**User action:** Contact your organization's technical support representative.

**Received eErrIdleTimeout: The Connection Manager has terminated the connection because the connection idle time exceeded the idle timeout set at the Connection Manager.**

**Cause:** The Connection Manager has terminated the connection because the connection idle time exceeded the idle timeout set at the Connection Manager.

**User action:** Log in again.

**Received eErrComPort: return code from Mobility Client.**

**Cause:** The Connection Manager has terminated the connection because the connection idle time exceeded the idle timeout set at the Connection Manager.

**User action:** Log in again.

**Received eErrInitUnknown: return code from Mobility Client.**

**Cause:** Everyplace Client received eErrInitUnknown message while performing a Mobility Client operation.

**User action:** Contact your organization's technical support representative.

**Received eErrLoggedOnAgain: User has logged on at another location.**

**Cause:** You have logged in at another location.

**User action:** Close active Mobility Client sessions, and log in at one location.

**Received eErrOptionsMismatch: Gateway and client are configured with different options.**

**Cause:** Gateway and client are configured with different options.

**User action:** Contact your organization's technical support representative.

**Received eErrMissingPrerequisite: return code from Mobility Client.**

**Cause:** Everyplace Client received eErrMissingPrerequisite message while performing a Mobility Client operation.

**User action:** Contact your organization's technical support representative.

**Received eErrMaintenanceRequired: return code from Mobility Client.**

**Cause:** Everyplace Client received eErrMaintenanceRequired message while performing a Mobility Client operation.

**User action:** Contact your organization's technical support representative.

**Received eErrMaximumErrorNumber: return code from Mobility Client.**

**Cause:** Everyplace Client received eErrMaximumErrorNumber message while performing a Mobility Client operation.

**User action:** Contact your organization's technical support representative.

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## Appendix A. Using XHTML + Voice

XHTML +Voice (X+V) is a markup language for multimodal Web pages. Everyplace Client can support multimodal applications written in X+V. You can download a preview of X + V and review information about X +V from <http://www.ibm.com/pvc/multimodal>.



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Trademarks

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